

Happy Mindz



Website Privacy Policy

Website: <https://www.happymindz.co.uk>

Last updated: 11 October 2026

1. Introduction

Happy Mindz is committed to respecting your privacy and protecting the personal information you share with us through our website.

This Privacy Policy explains what information we collect, how we collect and use it, who we may share it with, how long we retain it and the rights you have in relation to your information.

Happymindz.co.uk is the website for our day nursery and preschool in England. This policy applies to personal information collected through our website, including contact, enquiry and visit-request forms.

It does not cover personal information collected when a child is registered with or attends our setting. That information is addressed in our separate privacy notice for the setting.

We handle personal information in accordance with applicable UK data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Who we are

Happymindz.co.uk is operated by Happy Mindz Limited, referred to in this policy as “Happy Mindz”, “we”, “us” or “our”.

Our contact details are:

- Business name: Happy Mindz Limited
- Website: <https://www.happymindz.co.uk>
- Email: hello@happymindz.co.uk
- Address: The Old Chapel, Fareham Road, Wickham, Fareham, Hampshire, England, PO17 5DE

We are responsible for determining how and why personal information collected through our website is processed.

If you have questions about this policy or how we handle your personal information, please contact us using the details above.

3. What information do we collect?

The information we collect depends on how you use our website and what you choose to provide.

3.1 Information you provide to us

When you complete a contact, enquiry or ‘visit request’ form, we may collect:

- Your name.
- Your telephone number.
- Your email address.
- Your child's date of birth or expected due date.
- Details of your enquiry or request.
- Any additional information you choose to include in your message.

We collect this information when you voluntarily submit a form on our website or otherwise contact us using the contact details provided on our website.

We ask for your child's date of birth where it is relevant to responding to your enquiry or arranging a visit.

Please provide only information that is relevant to your enquiry and avoid including unnecessary personal or sensitive information in your message.

3.2 Information collected automatically

When you visit our website, certain technical information may be collected automatically by the website platform or other technologies in use. Depending on the configuration of our website, this may include:

- Your IP address.
- Browser type and device information.
- Pages visited and interactions with our website.
- Technical information relating to website performance, security and usage.
- Information collected through cookies and similar tracking technologies.

Wix Analytics and Google Analytics are used by our website.

4. How and why do we use your information?

We use personal information for the purposes for which it was provided and for other purposes explained in this policy where we have an appropriate lawful basis.

These purposes include:

- Responding to your questions and enquiries.
- Providing information about our day nursery and preschool that you have requested.
- Contacting you about your enquiry.
- Arranging and confirming visits to our setting.
- Responding to follow-up questions relating to your enquiry or visit.
- Maintaining appropriate records of enquiries and communications.
- Operating, maintaining and protecting our website.
- Understanding website usage where analytics tools are used appropriately and any required consent has been obtained.

We will not use information submitted through an enquiry or visit-request form for marketing communications unless you have separately opted in using the designated marketing checkbox, or another lawful basis is established and all applicable legal requirements are met.

You can contact us, request information or arrange a visit without agreeing to receive marketing communications.

We will not use your information for unrelated purposes without an appropriate lawful basis and, where required, informing you and obtaining your consent.

5. Our lawful bases for processing

Under UK data protection law, we must have a lawful basis for processing personal information.

Depending on the circumstances, we may rely on the following bases:

Responding to enquiries and arranging visits

We may rely on taking steps at your request before entering into a contract where the legal conditions for that basis are met.

In other circumstances, we may rely on our legitimate interests in receiving, managing and responding to enquiries about our setting, provided those interests are not overridden by your rights and interests.

We will use your information only to the extent reasonably necessary for the relevant purpose.

Marketing communications

Where we ask you to opt in to marketing communications, we intend to rely on your consent and will use your information for that purpose in accordance with the permission you provide and applicable law.

Marketing permission will be separate from submitting an enquiry or requesting a visit.

Website operation and analytics

We may process technical information where necessary to operate and secure our website.

If analytics or other tracking technologies are used, we will identify the appropriate lawful basis and obtain consent where required by applicable data protection and electronic privacy laws.

6. How we use information about your child

Our website forms may ask for your child's date of birth when you enquire about our setting or request a visit.

We use this information only where relevant to responding to your enquiry, providing the information requested or arranging a visit.

We do not use our website enquiry forms to collect the additional information required for a child's registration or ongoing care at our setting.

We recognise that children's personal information deserves particular care. We aim to collect only what is reasonably necessary and restrict access to authorised people.

If your child subsequently registers with or attends Happy Mindz, the personal information processed as part of registration and attendance will be covered by our separate privacy notice for the setting.

7. Marketing and communications

We may contact you by email or telephone to respond to an enquiry, provide information you have requested, or arrange a visit.

These communications relate to your request and are separate from marketing communications.

We will not automatically add you to a marketing mailing list because you have contacted us or requested a visit.

If you choose to receive marketing communications, we will use your contact details for that purpose in accordance with your consent and applicable law.

You can withdraw your marketing consent at any time by using an unsubscribe link where available or by contacting us directly.

Withdrawing marketing consent will not affect our ability to respond to an existing enquiry or communicate with you about a visit you have requested.

8. How we store and protect your information

Our website is built using Wix. Information submitted through website forms may be processed and stored using Wix's website platform and related services, as well as the email or communication services we use to receive and respond to enquiries.

Wix and other service providers may process information in accordance with their own terms, privacy policies and applicable data protection obligations.

We take reasonable technical and organisational measures to protect personal information against unauthorised access, loss, misuse, alteration or disclosure. These measures may include access controls, secure accounts and appropriate restrictions on who can access enquiry information.

No method of electronic storage or transmission can be guaranteed to be completely secure. However, we take appropriate steps to protect the information entrusted to us.

9. Who we share your information with

We do not sell your personal information.

We may share personal information with service providers where necessary to operate our website or manage your enquiry. These may include:

- Wix: our website hosting and website platform provider.
- Email and communication providers (currently Microsoft): services used to receive, store or respond to enquiries.
- Analytics providers (currently Wix and Google): if analytics tools are connected and appropriately configured.
- Professional advisers or public authorities: where disclosure is necessary to comply with the law or protect rights and safety.

We share only information that is reasonably necessary for the relevant purpose.

Third-party providers may process information under their own privacy policies and contractual arrangements. Where appropriate, we will provide links to the relevant providers' privacy information once our website integrations have been confirmed.

10. International transfers

We use third-party service providers to operate and support our website, including Wix, Microsoft and Google Maps. These providers may process or store personal information outside the United Kingdom, depending on the services used and their configuration.

Where personal information is transferred outside the UK, we take steps to ensure that the transfer complies with applicable UK data protection law. Depending on the circumstances, this may involve relying on UK adequacy regulations or putting appropriate contractual safeguards in place, together with any additional assessment or measures required by law.

For further information about how these providers handle personal information, please refer to their respective privacy policies and applicable data-protection terms.

11. How long we keep your information

We retain personal information only for as long as necessary for the purpose for which it was collected, taking account of applicable legal requirements and our operational needs.

Our retention arrangements will distinguish between different types of information, including:

- Website enquiries and visit requests: retained for as long as reasonably necessary to respond, manage the requested visit and deal with relevant follow-up. We will not retain information for longer than 12 months for this purpose,

unless you tell us within your request that you are seeking childcare to commence more than 12 months after the date on which you submit the form, in which case, we may use your information for follow-ups until the anticipated start date entered on the form is reached.

- Marketing preferences: retained for as long as necessary to manage subscriptions, record consent and respect withdrawals or objections. We review our marketing subscriptions periodically and remove those who have been on our list for more than five years whose children have not commenced childcare at our setting (given that our setting is suitable for children aged 0-4).
- Website technical and security information: retained for periods appropriate to website operation, security and compliance requirements.

When information is no longer required, we will securely delete it or anonymise it where appropriate.

12. Cookies and other tracking technologies

Our website may use cookies and similar technologies to support essential website functions, provide embedded content and, where enabled, understand how visitors use our website.

These technologies may collect information such as device or browser details, online identifiers, pages visited and interactions with website content.

Wix Analytics is connected to our website, Google Analytics may be connected to our website, and our website includes third-party content such as Google Maps and may also include YouTube content..

Third-party services may use their own cookies or tracking technologies and process information under their own privacy policies. Their practices are not fully described by Wix's privacy policy or controlled solely by Wix.

Where consent is required, non-essential cookies and similar technologies should not be activated before valid consent has been obtained.

For further information about the cookies used on our website, the purposes for which they are used and how to manage your preferences, please read our Cookies Policy.

13. How you can access, change or request deletion of your information

You can contact us to request access to, correction of or deletion of personal information we hold about you.

Under applicable data protection law, you may have the right to:

- Access your personal information.
- Correct inaccurate or incomplete information.
- Request erasure of personal information in certain circumstances.
- Request restriction of processing in certain circumstances.
- Object to processing where the relevant legal conditions apply.
- Withdraw consent where processing is based on consent.
- Request data portability where the legal requirements are met.
- Complain to the Information Commissioner's Office (ICO).

These rights are subject to legal conditions and exceptions. For example, we may need to retain certain information to comply with a legal obligation or establish, exercise or defend legal claims.

To exercise your rights, please contact us using the details in Section 2. We may need to verify your identity or authority to act on behalf of another person before responding.

We will respond within the time limits required by law.

14. Withdrawing consent

Where we rely on consent to process personal information, you can withdraw that consent at any time.

For marketing communications, you can use the unsubscribe link where available or contact us directly.

For cookies and similar technologies, you can use the cookie settings control provided on our website.

Withdrawing consent does not affect the lawfulness of processing carried out before the withdrawal. It also does not prevent us from retaining or processing information where another lawful basis or legal obligation applies.

If you wish to request deletion or correction of information you have submitted through a website form, please contact us using the details in Section 2. We will consider and respond to your request in accordance with applicable law.

15. Third-party websites and embedded content

Our website may contain links to third-party websites or embedded content provided by external services.

When you follow a link to another website, that website's own privacy policy and practices will apply to your subsequent interactions with it.

Embedded content may communicate with its provider when it loads and may use cookies or similar technologies. We will review these integrations and configure consent controls where required.

We encourage you to read the privacy information provided by third-party services before using them or submitting personal information to them.

16. Changes to this Privacy Policy

We may update this Privacy Policy to reflect changes to our website, the information we collect, the services we use or our legal obligations.

The latest version will be published on this page with the date of the most recent update.

Where a material change affects how we use personal information, we will take appropriate steps to communicate the change where required.

We encourage you to review this policy periodically.

17. Contact us and complaints

If you have questions about this Privacy Policy, wish to exercise your data protection rights or have concerns about how your information is handled, please contact:

Happy Mindz Limited

Website: <https://www.happymindz.co.uk>

Email: hello@happymindz.co.uk

Address: The Old Chapel, Fareham Road, Wickham, Fareham, Hampshire, England, PO17 5DE

You also have the right to complain to the UK Information Commissioner's Office (ICO).

Website: <https://ico.org.uk/make-a-complaint/>

We encourage you to contact us first if you have a concern, so that we have an opportunity to address it, although you are entitled to contact the ICO directly.